

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

UNEMPLOYMENT CLAIMS EXAMINER

JOB DESCRIPTION

Employees in this job perform a wide variety of activities involving the adjudication of monetary and non-monetary determinations, redeterminations, and reconsiderations in accordance with the Michigan Employment Security (MES) Act, and established methods and procedures. Work is performed through the application of knowledge related to the policies, procedures, rules, regulations, and practices used in the adjudication process of unemployment benefit claims under the MES Act.

There are three classifications in this job.

Position Code Title – Unemployment Claims Examiner-E

Unemployment Claims Examiner 9

This is the intermediate level. The employee, under close supervision and training, performs a range of assignments in a developing capacity. Established methods and procedures are available in the form of laws, regulations, rules, policies, etc., governing the adjudication of unemployment benefits.

Unemployment Claims Examiner E10

This is the experienced level. The employee, under general supervision, performs a full range of assignments. Established methods and procedures are available in the form of laws, regulations, rules, policies, etc., governing the adjudication of unemployment benefits. The employee must exercise considerable independent judgment in making decisions.

Position Code Title-Unemployment Claims Examiner-A

Unemployment Claims Examiner 11

This is the advanced level. The employee, performing a full range of assignments, assigns, reviews, and leads the work of other unemployment claims examiners. An advanced level of knowledge and skills is necessary to function in the lead worker capacity. The employee may assist in training new unemployment claims examiners.

NOTE: Employees generally progress through this series to the experienced-level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every

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position are included, nor is it expected that all positions will be assigned every duty.

Provide a written summary of the pertinent facts, affidavits, subpoenas, and signed statements gathered by the unemployment claims interviewer for the record.

After thorough review of all information, makes determinations/redeterminations on controversial issues regarding benefit rights of claimants.

Provide a written decision regarding benefits.

Performs mathematical calculations using the claimant's paycheck stubs and/or employer wage information to determine the average weekly wage, the weekly benefit rate, and the number of credit weeks for which the claimant is eligible for cases where a determination or redetermination is made.

Should determination be contested by claimant or employer, makes redetermination of claim, which may or may not differ from original decision, as warranted by new information gathered by the unemployment interviewer, and in accordance with the laws, regulations, rules, policies, precedents, etc., governing the adjudication of unemployment benefits.

Interprets and applies current and/or changes in the laws, regulations, rules, precedents, programs, policies, procedures, etc., governing the adjudication and payment of unemployment benefits.

Investigates suspected fraud cases and determines the issues involved. Interviews claimant, employer, and others and takes or recommends the appropriate action in accordance with prescribed procedures and legal requirements.

Establishes and maintains appropriate records on restitution cases involving non-monetary and fraud issues using mathematical concepts.

Conducts collection activities and applies any penalty provisions in accordance with the laws, regulations, rules, policies, etc., governing the adjudication of unemployment benefits.

Assists parties seeking an appeal, processing all forms, and submitting request and pertinent information to referee or board of review.

Attends referee hearings as a witness on behalf of the Unemployment Agency.

Enters all relevant data on unemployment claims associated with a determination or redetermination into computer system using special unemployment insurance codes developed from the MES Act. Accuracy of data is essential to system operation. Employees' data enter, review, and analyze facts and information using the computer

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system in adjudicating claims, processing, and/or paying unemployment claims in accordance with the MES Act.

May, based on determination or redetermination, issue credit adjustments and charges to employer accounts using mathematical computations.

May maintain records, prepare reports, draft correspondence, and assist in the preparation and/or completion of various forms.

May investigate labor disputes and establish school denial periods.

May assist unemployment claims interviewer as needed.

Performs related work appropriate to the classification as assigned.

ADDITIONAL EXAMPLES OF WORK

Unemployment Claims Examiner 11 (Lead Worker)

Schedules work assignments, determines work priorities, and reviews and oversees the work of lower-level unemployment claims examiners.

Explains work instructions and develops methods and procedures to meet required needs.

Trains lower-level unemployment claims examiners.

Oversees the day-to-day operations of the worksite when assigned the responsibility of running a satellite-peripheral, itinerant, or temporary payment office.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Developing knowledge is necessary at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of federal and state laws, rules, regulations, and procedures relating to unemployment compensation.

Knowledge of laws, regulations, rules, programs, policies, procedures, and terminology of various state and federal unemployment compensation programs.

Knowledge of labor management relations.

Knowledge of federal and state programs available to claimants if ineligible for unemployment compensation benefits.

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Knowledge of Unemployment Agency, on-the-job, training techniques.

Knowledge of the payment of unemployment compensation claims.

Knowledge of adjudication and payment computer application.

Knowledge of informational and fact-finding interview techniques.

Knowledge of office work, business practices, and business office machines.

Ability to apply unemployment compensation laws, regulations, rules, precedents, and policies.

Ability to interpret and apply current and/or changes in the laws, regulations, rules, precedents, programs, policies, procedures, etc., governing the adjudication and payment of unemployment benefits.

Ability to investigate and analyze data to determine facts and draw reasonable conclusions.

Ability to interpret employer payroll records as submitted for unemployment benefit claims consideration.

Ability to write well and concisely, to express thoughts clearly, and to develop ideas in a logical sequence.

Ability to explain determinations, redeterminations, and appeals through interpretation of all laws, regulations, rules, policies, precedents, etc., governing the adjudication and payment of unemployment benefits.

Ability to perform mathematical computations in the adjudicating and/or processing of unemployment claims.

Ability to follow oral and written instructions.

Ability to develop and utilize computer skills for data entry and review, and other computer-related work.

Ability to maintain a courteous demeanor when providing service to hostile or frustrated claimants.

Ability to diffuse anger and aggression when dealing with claimants who are experiencing emotional stress due to financial adversities.

Ability to interact effectively with claimants from varying backgrounds.

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Ability to respond to inquiries from unemployment claims workers, employers, and claimants relating to the payment of unemployment benefits.

Ability to maintain favorable public relations.

Ability to maintain records and prepare reports.

Ability to communicate effectively.

Ability to obtain information under unfavorable circumstances including the gathering of information from potentially hostile and otherwise confrontational claimants and employers.

Additional Knowledge, Skills and Abilities

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Knowledge of the computerized system for unemployment claims payment.

Ability to train, guide, and evaluate the work of other unemployment claims examiners regarding the adjudication or payment of unemployment benefits.

Ability to explain instructions and guidelines to others effectively.

Ability to prioritize, organize, assign, and coordinate the work of unemployment claims examiners.

Ability to organize and coordinate the work of the unit.

Working Conditions

Employees may be required to travel to temporary and/or itinerant work sites to adjudicate unemployment benefits.

Physical Requirements

None.

Education

Completion of two years of college (60 semester or 90 term credit hours).

Experience

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No specific type or amount of experience is required.

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Unemployment Claims Examiner E10

One year of experience as an unemployment claims examiner or unemployment claims interviewer.

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Two years of experience as an unemployment claims examiner, including one year of experience equivalent to the Unemployment Claims Examiner E10 or the Unemployment Claims Interviewer E10.

Alternate Education and Experience

Four years of office support experience including public contacts in a business or industrial setting, two years of which shall be equivalent to the experienced (E7) level, may substitute for the education requirement.

One year of experience as an Unemployment Claims Worker E8 may substitute for the education requirement.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

<u>Job Code</u>	<u>Job Code Description</u>
UNEMCLEXM	Unemployment Claims Examiner

<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Unemployment Claims Examiner-E	UNEMEXME	E42-003
Unemployment Claims Examiner-A	UNEMEXMA	E42-005